

LIST OF PATENTS AND OTHER ITEMS FOR APPLICANT'S
INFORMATION DISCLOSURE STATEMENT
(Use several sheets if necessary)

ATTY. DOCKET NO. 233/265 | SERIAL NO. 09/437,833

APPLICANT: C. T. Cook, et al.

FILING DATE: November 9, 1999 | GROUP: 2768

O I P E
JUL 18 2000
PATENT
TRADEMARK OFFICE
U.S. GOVERNMENT

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE
AA	4,700,295	10/13/87	Katsof et al.	364	401	04/18/85
AB	4,852,001	07/25/89	Tsushima et al.	364	401	07/17/87
AC	5,053,970	10/01/91	Kurihara et al.	364	468	09/15/88
AD	5,111,391	05/05/92	Fields et al.	364	401	10/05/89
AE	5,124,912	06/23/92	Hotaling et al.	364	401	05/15/87
AF	5,270,920	12/14/93	Pearse et al.	364	401	05/13/91
AG	5,289,368	02/22/94	Jordan et al.	364	401	10/12/90
AH	5,325,292	06/28/94	Crockett	364	401	07/26/93
AI	5,467,268	11/14/95	Sisley et al.	364	401	02/25/94
AJ	5,499,291	03/12/96	Kepley	379	263	01/14/93
AK	5,557,515	09/17/96	Abbruzzese et al.	364	401	03/17/95
AL	5,615,121	03/25/97	Babayev et al.	395	209	01/31/95
AM	5,617,342	04/01/97	Elazouni	364	578	11/14/94
AN	5,748,907	05/05/98	Crane	395	202	10/30/96

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U.S. PATENT AND TRADEMARK OFFICE
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FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION YES	TRANSLATION NO
AO							
AP							

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)

AQ	Milton Allimadi, "Workforce Management Systems Response to Challenges with more Sophisticated Products", <i>Call Center Magazine</i> , April 1999 pp. 82-92.
AR	

EXAMINER: M. IRS HADULLAH

DATE CONSIDERED: 4/8/02

EXAMINER: Initial if reference is considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include a copy of this form with next communication to applicant